Phase V. BEGIN ADVISORY TEAM

The appropriate teams address all issues and provide initial Turn-Up Process support.

Phase VI. ADVISORY TEAM VISIT

Support to answer all open issues and insure the CLEC's ability to issue Local Service Requests.

Phase VII. POST LAUNCH SUPPORT

Optional additional support for CLECs.

■ FACILITY BASED CLEC ACTIVATION REQUIREMENTS

■ GLOSSARY

1

STEP 1. ESTABLISH EXPECTATIONS

██████████████████████████

Communicate turn-up process and ongoing support procedures by providing high level information to CLEC.

WHEN ACTIVITY TAKES PLACE

CLEC Introductory Letter or Packet is given at beginning of Initial Contact and Negotiations phase *(Negotiator is the individual that receives the initial phone call from the inquiring CLEC. Negotiator will determine if caller receives Introductory Letter or Packet.)*

Who is Responsible for Activity?	Specific Action/Steps	Description	Who receives
Negotiator (Individual receiving request)	Provide CLEC Introductory Letter or Packet	CLEC Introductory Letter, which includes: 1. What is a CLEC? 2. Billing Responsibility 3. Repair Responsibility 4. Training 5. I Want to Become a CLEC, What Do I Do Next? OR CLEC Introductory Packet— "Thinking of becoming a CLEC? Before you do anything, read this," which includes: 1. BellSouth Interconnection Services Pre-Ordering Requirements 2. Customer Service & Customer Database/ Repair & Maintenance/Billing/Target Marketing/CLEC Personnel 3. Training/Internet Access/Guides/ BellSouth Interconnections Services Team	CLEC

STEP 2.   PROVIDE DETAILED INFORMATION TO CLEC

███████████████████████

Provide detailed information to CLEC when contract is near signature
stage to ensure an understanding of turn-up process and BST/CLEC
responsibilities. Guide includes all necessary documents, with line by line
information and instructions to complete. *(Resale and Facility Based CLEC
Activation Requirements guides available.)*

WHEN ACTIVITY TAKES PLACE

CLEC Activation Requirements guide sent when contract signature
imminent *(Finance receives information after contract is signed)*

Who's Responsible for Activity?	Specific Activities	Documents	

Negotiator *(Account Team provides information to CLEC and verifies that CLEC completes credit requirements)*	Provide "CLEC Activation Requirements" guide	"CLEC Activation Requirements" guide, which includes:
		    Overview
		1. CLEC Account Establishment
		2. Doing Business as a CLEC
		3. Billing Format Options
		4. CLEC Training
		5. Operational Interfaces
		6. Requesting CSRs
		7. Issuing LSRs
		8. BAPCO
		9. Maintenance/Repair
		10. Resources
		    Appendix *(with all necessary forms, BellSouth policies, and a glossary)*
			CLEC

BellSouth Interconnection Services   5   **FOR INTERNAL USE ONLY**
Your Interconnection Advantage^SM   **Private/Proprietary:** No disclosure outside
                                                                           BellSouth except by written agreement.

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[Date], 1998

Mr. XXXXXX
Company Name
Street Address
City, State/Province Zip/Postal

Dear XXX:

Thank you for your recent inquiry about becoming a Competitive Local Exchange Carrier (CLEC) in BellSouth's region.

The purpose of this letter is to provide a general overview of CLEC responsibilities as well as a description of the business relationship between a CLEC and BellSouth. There are many legal and regulatory issues that you should assess and address. BellSouth, in no way, is attempting to provide you with any legal or regulatory advice. You may want to seek advice in these areas.

What is a CLEC?

A CLEC is a certificated telecommunications company that provides telecommunications services to customers. A CLEC must be certificated by the state utilities/public service commission or regulatory authority (State Regulatory Body) to become a local exchange carrier. There are a number of different ways a CLEC can provide telecommunications services to customers, such as a reseller of telecommunications services purchased from other telecommunications carriers or through facilities owned or leased by the CLEC.

Each state has statutes, rules and/or regulations regarding certification and the operation of telecommunications companies.

Contract

A CLEC must negotiate and execute an interconnection or resale agreement with BellSouth. The Telecommunications Act of 1996 provides certain rights, responsibilities and obligations of CLECs and incumbent Local Exchange Carriers (LEC)s such as BellSouth.

Billing Responsibility

Once an Interconnection Agreement has been negotiated and executed between BellSouth and a CLEC, the CLEC needs to complete the Master Account Application with BellSouth. This account is used to bill the CLEC for any services it orders from BellSouth. The CLEC must establish its own independent method and system for billing its customers.

Repair Responsibility

The CLEC is responsible for taking all repair calls from its customers. If the CLEC resells BellSouth services or leases facilities from BellSouth, the CLEC must establish its own independent system for handling repair calls and must accept responsibility for adhering to BellSouth's prescreening guidelines prior to referring the trouble to BellSouth.

Training Courses Offered by BellSouth

Investing early in training will help you speed time to market and may save money in the long run. "CLEC Basic" is a course that covers pre-ordering, ordering, provisioning, billing and maintenance of BellSouth products and services for telecommunications carriers. This course also provides instruction on completing the Local Service Request (LSR) form. This 4-day course can be extremely beneficial if it is taken prior to your company becoming operational as it provides necessary information for service order processing, use of BellSouth databases, access, use of information available on the Internet and more. **All CLEC personnel responsible for order input are strongly encouraged to attend this training class. BellSouth provides one free tuition seat to each CLEC in the "CLEC Basic" course. Transportation, meals and lodging are the responsibility of the CLEC.**

Other courses which may prove valuable to your success are held frequently in Birmingham, Alabama, or Atlanta, Georgia, providing instruction on BellSouth Operations Support Systems (OSS) for electronic or manual order entry. Courses are also provided on retail services which can be resold to your end users, Unbundled Network Elements (UNEs) and Interconnection Trunking arrangements. Additional classes include trouble reporting, data communications and reading customer service records. BellSouth offers one free tuition seat annually to each CLEC in the OSS class. Other long term training and support can be developed for a fee, based on the unique requirements of your business. For more detailed information on training, call 888-404-9899.

I Want to Become a CLEC, What Do I Do Next?

Investigate the various legal and regulatory requirements for doing business as a telecommunications carrier in your states of interest.

For additional information regarding doing business with BellSouth, please visit the BellSouth website at:

http://www.bellsouth.com/interconnection/

For more detailed information on all processes or for general questions, contact the BellSouth Pre-Sale Quality Team (PQT) at 888-560-CLEC.

To initiate contract negotiations, call the BellSouth Contract Negotiations Team at 888-461-9030.

Sincerely,

Outline of CLEC Introductory Package

BellSouth's Commitment To You

BellSouth will be the premier provider of network (switching and transport infrastructure) services in our region.

BellSouth Interconnection Services creates a competitive advantage for our customers through outstanding quality, service and coverage at a competitive price. BellSouth will provide operational excellence, compelling value, and quality service with the right products and services at a fair price. Our goal is to develop long term customer loyalty and trust by providing the best service available in the easiest manner.

Preliminary BellSouth Customer Requirements

Pre-Ordering Requirements

Establish a Q Account

The CLEC must complete the Master Account Application, upon which BellSouth will establish a "Q account". This account is used to bill the CLECs for the services they order for their customers.

Credit Application

Proof of satisfactory credit must be supplied prior to the establishment of the Q Account. The following may be required:

Deposit - a sum of money or security obtained from a customer to be held by BellSouth to assure payment of an account.

> *Surety Bond* - an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer.
>
> *Bank Letter of Credit* - a document issued by a financial institution which guarantees a specific amount of money will be paid upon request

Proof of PSC/PUC Certification

To determine their certification requirements the CLEC contacts the Public Service/Utilities Commission (PSC/PUC) in each state they intend to offer service. Each state commission requires every CLEC to get certified (licensed) in the state where they plan to do business. This certification is required by a CLEC to complete the Master Account Application.

Proof of Tax Exempt Status (if applicable)

CLECs must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof is not provided, applicable taxes will be billed.

Operating Company Number (OCN)

OCN - 4 digit Operating Company Number assigned by the National Exchange Carrier Association (NECA). Contact NECA at 201-884-8355 for appropriate information. The FAX number for NECA is 201-884-8469. Service requests cannot be processed without an Operating Company Number (OCN).

Blanket Letter of Authorization (LOA)

The CLEC must sign a Letter of Authorization (LOA) prior to processing service order requests. This LOA is required for CLECs to have access to BellSouth's Customer service records. The LOA does not relieve the CLEC of securing and maintaining authorization from every end user. BellSouth may request a copy of the end user authorization in the event of an end user dispute.

CLEC Misdirected Call Contact Number Form

This form advises BellSouth how to handle a misdirected end user call. For example, a CLEC customer calling BellSouth Repair for maintenance or repair issues will be given the CLEC number provided for misdirected calls.

Outline of CLEC Introductory Package

Preliminary BellSouth Customer Requirements
Pre-Ordering Requirements (continued)

Disposition of LIDB Contract Negotiations

LIDB - Line Information DataBase. Line Information DataBase (LIDB) is a database system designed to provide for validation of calling card and other billing information. LIDB database shows which carrier an end user is allowed to use, if long distance calling is permitted and other calling capabilities the end user is allowed by the serving CLEC. The purpose of providing LIDB access service is to provide screening validation on operator assisted calls on billing number records for CLECs with a signed LIDB Storage Agreement. The CLEC will provide its billing number records information to BellSouth's LIDB for the initial loading and daily updates each business day by a method agreed upon by both companies. The CLEC will arrange and pay for transportation of their updates to the LIDB database. The CLEC must advise BellSouth of their decision to participate in LIDB storage.

Contract (where no approved state tariff)
> A Resale Agreement between the CLEC & BellSouth is required prior to the CLEC placing service order requests at the applicable state discount in those states that do not provide this service via a tariff. Currently, Georgia is the only state within the BellSouth region with resale services tariffed. In the event the Reseller does not have an agreement and desires services at resale, BellSouth must have a copy of the reseller's certificate with the Master Account Application prior to order processing.

CLEC CNA Code
> The Contact Number for Customer Name and Address Information form is a reciprocal agreement between BellSouth and the CLEC. BellSouth will provide Customer Name and Address (CNA) information to aid CLECs in the investigation of toll calls placed by CLEC end users to BellSouth users. An investigation is necessary when toll charges are denied/questioned by the end user. The CLEC is assigned a unique access code when the Master Account Application is processed.

PIC/LPIC Form
> The Pre-Subscribed Interexchange Carrier/Pre-Subscribed IntraLATA Carrier (PIC/LPIC) Change Notification is a report provided to Resellers when the end user's PIC/LPIC of record changes. This report will provide the CLEC with an up to date record of the end users account for subsequent order activity and accurate records for trouble reporting. To receive the report, the CLEC must complete the PIC/LPIC Change Notification Form and forward to the Equal Access Service Center (EASC) at the address provided below. Notification to the Reseller is mechanically generated after the service request has completed.
>
> > Manager - Equal Access Service Center
> > BellSouth Interconnection Services
> > 600 19th Street North
> > Floor 15
> > Birmingham, AL 35203
> > GA, FL, NC, SC   780-2778
> > AL, MS, LA, TN, KY   557-6001
> > Outside BellSouth area   1-800-456-9127
> (In BellSouth territory, area code may be needed where 10-digit dialing is required)

Outline of CLEC Introductory Package

Preliminary BellSouth Customer Requirements
Pre-Ordering Requirements (continued)

ACNA/CIC Codes (Facility Based and Access Providers)

Facility based CLECs must have an *Access Customer Name Abbreviation (ACNA)* and a *Carrier Identification Code (CIC) to place orders for Access Service.*

ACNA - To order Special and/or Switched Access from BellSouth, the CLEC must have an Access Customer Name Abbreviation (ACNA). To obtain an ACNA, the CLEC must:

1. Write a letter requesting an ACNA on your company letterhead
2. Provide a legal document which identifies your company
3. Submit the completed information by fax to:
   Linda P. Walker
   Systems Designer
   BellSouth Telecommunications - Interconnection Services
   Telephone: 770-592-3452
   FAX: 770-592-3453

CIC - To order Local Access Trunks from BellSouth, the CLEC must also have a Carrier Identification Code (CIC) in addition to the Access Customer Name Abbreviation (ACNA).

1. Write a letter requesting a CIC on your company letterhead
2. Complete the appropriate CIC application form
3. Local Exchange Carriers must submit a copy of their state certification granting Local Exchange Carrier Status
4. Submit the completed information by fax to:
   Linda P. Walker
   Systems Designer
   BellSouth Telecommunications - Interconnection Services
   Telephone: 770-592-3452
   FAX: 770-592-3453

Service Requirements

CLEC End User Customer Database

CLEC must establish Customer Service functions to initiate service orders for their customers.

CLEC must maintain all customer records (BellSouth does not manage this)

CLEC End User Customer Support Responsibilities

Repair and Maintenance

CLECs are responsible for records and customer communications related to all repair and maintenance activities. BellSouth does not manage any repairs or maintenance for any CLEC. CLECs can access their customer records online, perform analysis & trouble testing, and initiate a repair visit as necessary. Per their negotiated contract, CLECs may report troubles by telephone to the Residence Repair Center (RRC), Business Repair Center (BRC) or the Unbundled Network Element Center (UNEC). If necessary a BellSouth field technician will be dispatched.

Outline of CLEC Introductory Package

Billing Requirements

Billing

The CLEC must establish their own independent billing method and system for billing their end-user customers. BellSouth establishes a Q account from the completion of the Master Account, Application to bill the CLEC company for any services they order for their customers. The CLEC, after completing all pre-ordering requirements, should work with their account team representative to determine the appropriate billing option.

BellSouth Personnel Recommendations

The CLEC personnel should include Customer Service Representatives, Repair & Maintenance and Service Order Entry Representatives. It is highly recommended that the personnel team be trained in BellSouth ordering, provisioning, billing & maintenance systems as well as have a basic knowledge of phone etiquette. The personnel team should also have a basic knowledge of local telecommunications as well as basic computer skills in order to effectively place orders. The most effective CLECs have some computer programming expertise on their staffs. Some suggestions for basic computer skills would be knowledge of Windows 3.1, spreadsheet use, and document preparation.

BellSouth Marketing Recommendations

The CLEC should clearly profile those market segments targeted where they would like to do business. A basic knowledge of the state Public Service/Utility Commission (PSC/PUC) regulations is highly recommended as well.

BellSouth Resources Available to You

Account Team Your primary resource for all information.
   The Pre-Sale Quality Team at 1-888-560-CLEC (1-888-560-2352) will be your initial contact.
Training
   Some of the training classes available to the CLEC include:
CLEC Basic Course - Topics covered include completion of forms, coverage of line by lines, pricing service ordering, accessing and use of the internet. Other courses include modules on: Billing, Maintenance, Local Interconnection, Unbundled Network Elements (UNE), Operations Support Systems (OSS) and varied product & services.
Each CLEC has one (1) free seat in the CLEC Basic Course and one (1) free seat in each of the OSS courses. The CLEC should schedule for the training prior to placing orders.
To schedule training call: 1-888-404-9899

Internet Access
The BellSouth Web Site offers a wide scope of information, guides, forms, etc. on Interconnection.
The website address is: **http://www.bellsouth.com/interconnection/**

Guides
Guides for Resale and Facility Based CLECs are available from BellSouth. The internet address is:
   http://www.bellsouth.com/interconnection/guides/guides.html
Paper copies of the guides can be ordered via the website.

Outline of CLEC Introductory Package

Glossary
(Definition of Terms and Acronyms)

CLEC

Competitive Local Exchange Carrier. A CLEC is an independent certified company that becomes a local exchange carrier. The CLEC may choose to be a reseller or facility based provider.
- A certified facility based provider will provide their own switch and purchase unbundled loops of network services from BellSouth. The CLEC will put them together and resell to end users.
- A certified reseller subscribes to the telecommunications services of the local Operating Company and reoffers those telecommunications services to the public.

LCSC

Local Carrier Service Center. This center is staffed with BellSouth professionals and provides 24 hour, 7 day-a-week service for the ordering and provisioning needs of BellSouth CLEC customers.

OSS

Operations Support Systems. BellSouth has developed OSSs that meet the requirements of the Telecommunications Act for providing CLECs with electronic access to our ordering and provisioning systems.

PIC/LPIC
(PIC/LPIC)

The Pre-Subscribed Interexchange Carrier/Pre-Subscribed IntraLATA Carrier

Change Notification is a report provided to Resellers when the end user's PIC/LPIC of record changes. This report will provide the CLEC with an up to date record of the end users account for subsequent order activity and accurate records for trouble reporting.

Q ACCOUNT

Q Account is established to enable the CLEC to process service orders. The account is established upon completion of the Master Account Application.

UNE

Unbundled Network Elements. UNEs can be bought by CLECs and combined with their network capabilities to form complete services.

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• **BEFORE BEGINNING PHASE II**

Before you begin the Planning phase, the following activities need to have been completed—

	Provide CLEC Introductory Letter or Package
	Provide "CLEC Activation Requirements" manual

STEP 1.	COMMUNICATE BST AND CLEC RESPONSIBILITIES

CLEC and Supplier relationship outlined with responsibilities.

WHEN ACTIVITY TAKES PLACE

On or immediately after contract signing day

Who's Responsible for Activity?	Special Instructions	Documentation/Additional Planning	Recipient
Account Team	■ Coordinate initial welcome and business meeting ■ Assign and/or introduce key contacts and players ■ Present process flows on business procedures ■ Validate OCN ■ Review CLEC Activation Requirements for completion	"CLEC Activation Requirements" guide (See *Phase I, "Initial Contact and Negotiations"*)	CLEC LCSC to receive CLEC Activation Requirements when completed

STEP 2.	REVIEW CONTRACT SUMMARY

Summary to include specific CLEC exceptions list, deliverables, and dates.

WHEN ACTIVITY TAKES PLACE

On or immediately after contract signing day

Who is Responsible for Activity?	Steps to Complete	Deliverables	
Lead Contract Negotiator (provides Executive Summary)	■ Conduct Contract Review Meeting ■ Negotiate contract specifics to provide Executive Summary ■ Conduct Review Meeting if feasible	Executive Summary	■ Account Team ■ EBS, CSM, ICS Staff

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STEP 3.   PLAN FOLLOW UP MEETING(S) AND/OR CALLS

████████████████████

Introduce and discuss Turn-Up requirements.

WHEN ACTIVITY TAKES PLACE

During initial meeting or mutually agreed upon follow-up meeting(s)

Who Accountable?	Tasks/Activities	Documentation	
Account Team (insure LITPMC is included in all meetings so switch, collocation, NXXs, trunks, and reciprocal trunks are ordered with appropriate scheduling)	■ Reference this document ■ Provide training curriculum ■ Analyze "Customer Data Form" Inform CLEC that options are available for billing & provisioning electronically/ introduce electronic interfaces— insure that customer is aware that a 2 through 12 week interval is required— see OSS specifics Phase III, Step 7 ■ Schedule appropriate meeting(s) for trunking, forecasts, collocation, ordering, provisioning, I&M ■ Receive collocation application, fees, etc. ■ Submit collocation application to INAC	Utilize this document to detail all Turn-Up requirements with CLEC— also required: ■ "Development Plan" with scheduled dates for task/activity completion ■ "Customer Data Form" ■ "Resale Ordering Guide" ■ Processes for Implementing Collocation (see INAC and LITPMC) ■ Collocation Application Packet	CLEC INAC

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EXECUTIVE SUMMARY
of
(Enter CLEC Name)
BellSouth Standard Interconnection Agreement

Agreement Effective Date:					Agreement Expiration Date:	

Attachment Name	Attachment Number	Section Number	Version Date	No Deviation	Deviation	If Deviation, enter Paragraph No. And Brief Description of Deviation. If different by state, note here also.
Terms & Conditions - Part A		1				
		2				
		3				
		4				
		5				
		6				
		7				
		8				
		9				
		10				
		11				
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		19				
		20				
		21				
		22				
		23				
		24				

Attachment Name	Attachment Number	Section Number	Version Date	No Deviation	Deviation	If Deviation, enter Paragraph No. And Brief Description of Deviation. If different by state, note here also.
Terms & Conditions - Part B						
Resale	1	I				
		II				
		III				
		IV				
		V				
		VI				
		VII				
		VIII				
		Exhibit A				
		Exhibit B				
Unbundled Network Elements	2	1				
		2				
		3				
		4				
		5				
		6				
		7				
		8				
		9				
		10				
		11				
		12				
		13				
		14				
		15				

EXECUTIVE SUMMARY
of
(Enter CLEC Name)
BellSouth Standard Interconnection Agreement

Attachment Name	Attachment Number	Section Number	Version Date	No Deviation	Deviation	If Deviation, enter Paragraph No. And Brief Description of Deviation. If different by state, note here also.
Local Interconnection	3	1				
		2				
		3				
		4				
		5				
		6				
		7				
		8				
Collocation	4	I				
		II				
		III				
		IV				
		V				
		VI				
		VII				
		VIII				
		IX				
		X				
		XI				
		XII				
		XIII				
		XIV				
		XV				
		XVI				
		Exhibit A				
Access to Numbers & Number Portability	5	1				
		2				

EXECUTIVE SUMMARY
of
(Enter CLEC Name)
BellSouth Standard Interconnection Agreement

Attachment Name	Attachment Number	Section Number	Version Date	No Deviation	Deviation	If Deviation, enter Paragraph No. And Brief Description of Deviation. If different by state, note here also.
		3				
		4				
		5				
Ordering & Provisioning	6	1				
		2				
		3				
Billing & Billing Accuracy Certification	7	1				
		2				
		3				
		4				
		5				
Rights-of-Way, Conduits & Pole Attachments	8	1				
Bona Fide Request Process	9	1				
Performance Measurement	10	1				
		2				
		3				
		4				
		5				
		6				
		7				
Pricing	11					
	Exhibit 1-AL	1-9				
		Table 1				
		Table 2				

EXECUTIVE SUMMARY
of
(Enter CLEC Name)
BellSouth Standard Interconnection Agreement

Attachment Name	Attachment Number	Section Number	Version Date	No Deviation	Deviation	If Deviation, enter Paragraph No. And Brief Description of Deviation. If different by state, note here also.
		Table 3				
	11					
	Exhibit 2-FL	1-9				
		Table 1				
		Table 2				
		Table 3				
	11					
	Exhibit 3-GA	1-9				
		Table 1				
		Table 2				
		Table 3				
	11					
	Exhibit 4-KY	1-9				
		Table 1				
		Table 2				
		Table 3				
		Table 4				
	11					
	Exhibit 5-LA	1-7				
		Table 1				
	11					
	Exhibit 6-MS	1-9				
		Table 1				
		Table 2				
		Table 3				
	11					
	Exhibit 7-NC	1-9				

Attachment Name	Attachment Number	Section Number	Version Date	No Deviation	Deviation	If Deviation, enter Paragraph No. And Brief Description of Deviation. If different by state, note here also.
		Table 1				
		Table 2				
		Table 3				
	11 / Exhibit 8-SC	1-9				
		Table 1				
		Table 2				
		Table 3				
	11 / Exhibit 9-TN	1-9				
		Table 1				
		Table 2				
		Table 3				